

Don't miss a trick, be scam aware

Do you go online? Be wary of scammers that operate in this area...

- Sellers offering hugely discounted designer items or hard to come by items
- Pop ups online or phone calls alerting you to potential viruses or software issues which need to access your device to resolve.
- Emails or messages pretending to be from an organisation or friend, often asking you to follow a link in the message.
- Websites charging fees to renew or process documents
- Free trials or 'just pay for postage and packaging' deals

These can all be warning signs that someone is trying to scam you. Take steps to avoid the scammers,

- Check the website is genuine - a green padlock next to the web address indicates the site is trusted. Check the domain name to get to the official page, avoid sites that end in .net or .org - it is unusual for shopping sites to use these. There should be a geographical address to return items, with details of the returns policy.
- Never automatically click on a link in an unexpected email or text.
- Don't give your bank details over until you are sure it is a genuine company/ seller and the items are genuine too
- Check for http or https at the beginning of the weblink. The 's' means secure and an indication the site has an encryption to protect personal details.
- Use a payment method that offers protection if there is a problem. Don't pay by bank transfer.

The logo for Citizens Advice, featuring the words "citizens advice" in white lowercase letters inside a blue speech bubble shape.

**citizens
advice**

To report a scam contact Citizens Advice consumer service
03454 04 05 06, Welsh 03454 04 05 05
www.citizensadvice.org.uk/consumer/scams/scams/